

File No. Z-18015/30/2016-eGov

GOVERNMENT OF INDIA

Ministry of Health & Family Welfare (MoHFW)

DOHFW DEPARTMENT

E-HEALTH

SUBJECT

Main Category :
Sub Category :
Description : Implementation of eHospital in AIIMS

OTHER DETAILS

Retention :
Priority :
Language :
Remarks :

Receipt No : 308576/2016/E-GOV



Ashish Sharma <ashish.sharma.css@gmail.com>

Fwd: eHospital-AIIMS-Minutes of the Meeting - Review Meeting at 12 noon at AIIMS-D (Committee Room, Director's Office, AIIMS-D)

1 message

Amit Kumar <amitkumariss34@gmail.com>

Tue, Jul 5, 2016 at 11:47 AM

To: Ashish Sharma <ashish.sharma.css@gmail.com>

----- Forwarded message -----

From: **Jitendra Arora** <dir.ehealth@gmail.com>

Date: Tue, Jul 5, 2016 at 9:17 AM

Subject: Fwd: eHospital-AIIMS-Minutes of the Meeting - Review Meeting at 12 noon at AIIMS-D (Committee Room, Director's Office, AIIMS-D)

To: Indu Bharwal <indubharwal89@yahoo.in>, Amit Kumar <amitkumariss34@gmail.com>

Make a efile of AIIMS

Regards

Jitendra Arora
Director(eHealth)
Ministry of Health and Family Welfare
Nirman Bhawan (Room 307D)
New Delhi - 110108.
+91-11-23062317 (Telefax),
+91-9868453680(Mobile)

----- Forwarded message -----

From: **A Rampal** <ajay.rampal@nic.in>

Date: Mon, Jul 4, 2016 at 4:02 PM

Subject: eHospital-AIIMS-Minutes of the Meeting - Review Meeting at 12 noon at AIIMS-D (Committee Room, Director's Office, AIIMS-D)

To: ajay@deity.gov.in, Rajesh Gera <rgera@gov.in>, Sunil Sharma JS <sunil.sharma62@gov.in>, AIIMS DDA V Srinivas <vsrinivas@nic.in>, Dr Deepak Agrawal AIIMS <drdeepak@gmail.com>, sudhir@nic.in, dir.ehealth@gmail.comCc: Chaya Dhar <chayan@nic.in>, Nilkamal <nilkamal.dp@nic.in>, sandeep.chopra@nic.in, raynil.john@nic.in, Tripta Sharma <tripta.setia@gmail.com>, metilda cj <metildajose@gmail.com>, Ravindra Bisht <ravi@mit.gov.in>

Dear Sir,

Please find attached Minutes of the Meeting held on 01.07.2016 in AIIMS, New Delhi for your kind information & necessary action.

The next Review Meeting will be held on **11.07.2016 at 3:00 PM in Board Room, AIIMS, New Delhi**. You are requested to please make it convenient to attend the same.

regards

A Rampal

Receipt No : 308576/2016/E-GOV
HOD (eHospital, ORS, CGHS & AYUSH)

National Informatics Centre

Department of Electronics & Information Technology

Phone : +91 11 2430 5680, +91 9599790075

From: A Rampal [mailto:ajay.rampal@nic.in]

Sent: Friday, July 1, 2016 9:58 AM

To: ajay@deity.gov.in; Rajesh Gera (rgera@gov.in) <rgera@gov.in>; 'Sunil Sharma JS' <sunil.sharma62@gov.in>; 'AIIMS DDA V Srinivas' <vsrinivas@nic.in>; 'Dr Deepak Agrawal AIIMS' <drdeepak@gmail.com>; sudhir@nic.in; dir.ehealth@gmail.com

Cc: 'Chaya Dhar' <chayan@nic.in>; Nilkamal (nilkamal.dp@nic.in) <nilkamal.dp@nic.in>; sandeep.chopra@nic.in; raynil.john@nic.in; 'Tripta Sharma' <tripta.setia@gmail.com>; 'metilda cj' <metildajose@gmail.com>

Subject: eHospital-AIIMS-Review Meeting at 12 noon at AIIMS-D (Committee Room, Director's Office, AIIMS-D)

Importance: High

Dear Sir,

Following activities have been incorporated/corrected by NIC Tripura Team in AIIMS New Delhi

Dietary

1. Dietary changes (general & private grouping) has been incorporated

Billing

2. Billing Auto service confirmation issue has been solved

Laundry

3. Laundry new rewash indent interface has been deployed, script has been prepared for clearing stock at laundry for specific sub store/ward.

eBloodBank

4. Finger print scan & photo capture module of blood bank has been deployed at CNC blood bank for testing purpose using device brought from NIC Tripura. (AIIMS to procure similar devices and to be linked with Aadhaar).
5. HL7 engine for LIS tuned
6. Attended meeting held on 29/06/2016 with CF & Siemens for integration of PACS & RIS of main AIIMS.
7. Issue in HL7 integration with VISTA identified, it will be 1 day activity for correcting and tuning

ORS

8. New slot system for appointment has been deployed, configuration is pending

Data Analytics

Receipt No : 308576/2016/E-GOV

9. Discussions in process for setting up separate Group with data Analytic Division of NIC

Rapid Roll-Out Team

10. NeGD, New Delhi submitted Proforma Invoice (attached) for setting up dedicated Team in AIIMS-D/NIC Tripura for rapid Rollout. **(AIIMS-D to place order with NeGD, New Delhi)**

As the Team is still in AIIMS and will work out for modalities related to launch of 4 modules by 15JUL2016, it is requested that **AIIMS Team may test all issues related to these modules** so that these can be seamlessly implemented in AIIMS.

regards

A Rampal

HoD (eHospital, ORS, CGHS & AYUSH)

National Informatics Centre

Department of Electronics & Information Technology

Phone : +91 11 2430 5680, +91 9599790075



MoM-NIC-AIIMS-01JUL2016.pdf

240K

Minutes of the Meeting held on 1st July 2016 under the Chairmanship of Dr Ajay Kumar, AS, DeitY regarding review of progress of Implementation of eHospital Application in AIIMS

A meeting was held on 1st July 2016 under the Chairmanship of Dr Ajay Kumar, AS, DeitY regarding review of progress of Implementation of eHospital Application in AIIMS New Delhi.

The Meeting was attended by following:

1. Sh. V. Srinivas, Deputy Director (Admin.), AIIMS, New Delhi
2. Prof S C Sharma, Faculty In Charge , Computer facility, AIIMS, New Delhi
3. Sh. Rajesh Gera, DDG, NIC
4. Dr. Deepak Agrawal, Chairman, Computerization Committee, AIIMS, New Delhi
5. Sh. Raj kumar, Sr. Financial Advisor, AIIMS, New Delhi
6. Sh. Ajay Rampal, Sr. Tech Director, NIC
7. Sh. Sudhir Kumar, Tech Director, NIC
8. Sh. Sunil Gupta, PSA, NIC
9. Sh. Sandeep Chopra, PSA, NIC
10. Sh. Nilkamal, SA, NIC Tripura
11. Computer Facility Team AIIMS, New Delhi
12. CNC & Main Blood Bank Team, AIIMS, New Delhi
13. Dietary Department Team, AIIMS, New Delhi
14. Tata Consultancy Team at AIIMS, New Delhi

The meeting started with finalising the agenda for the visit of Cabinet Secretary to AIIMS on 15th July 2016. It was discussed that four modules will be formally launched in their revised format in AIIMS during the visit on 15th July 2016.

- 1) **Dietary Module**: NIC AIIMS team explained that the Dietary module is ready for the launch and AIIMS is already using the module. Few changes that have been requested in the application are being taken care.
- 2) **Laundry Module**: NIC AIIMS team explained that the Laundry Module is being used in IRCH and Cardio wards and in Main Laundry also. AIIMS needs to deploy the same across the hospital in different wards. The module is also ready for the launch.
- 3) **Billing Module**: AIIMS team explained that billing module is working properly but some new functionality needs to be provided and tested. Grants/Exemptions functionality is still pending. Senior FA, AIIMS New Delhi explained that all the services provided to patient in AIIMS which can be billed / not billed, need to be entered in the eHospital application. This is required to utilise the functionality of Final Bill Settlement of the eHospital application. Also it

was suggested that provision should be there to allow patients to pay money online through ORS as advance against their UHID.

- 4) **RIS and PACS**: NIC Tripura team explained that they are working on developing the functionality and will be able showcase some features in the next week.
- 5) **Kiosk Application**: NIC team explained that the kiosk application to provide patient the facility to book/ cancel appointment, View Lab reports, update mobile number etc has been prepared by NIC and is ready for testing. The application can be deployed once the testing is over in the next week. The application can then be ready for release to general public.
- 6) **Blood Bank Application**: NIC team explained that Blood Bank application is being used by CNC Blood Bank in AIIMS for the last 2 years. NIC is constantly trying to improve the functionality and features by including the changes as suggested by the CNC Blood Bank team. NIC has also demonstrated the functionality of capturing Biometric of the donor to avoid Professional donors using the sample Biometric device from NIC. NIC requested AIIMS team to procure the Bio Metric devices and start using this functionality in the Blood Bank application.
- 7) TCS team explained their vision and proposal to make paperless prescription in AIIMS by 1st August 2016. TCS explained that they need NIC support for the same. TCS explained that NIC need to share API with TCS so that TCS can develop a mechanism/ system wherein patients experience in Hospital can be improved. It was discussed in the meeting that NIC and TCS will work as a joint team in Delhi to complete the plan of making Paperless Prescription in AIIMS.
- 8) DDG Sh Rajesh Gera, highlighted that TCS should share with NIC the system developed for AIIMS so that the same can be replicated in other Central Government Hospitals where NIC is implementing eHospital application.
- 9) NIC team also suggested that due publicity should be given to NIC on Bill Boards and signage's put up by TCS regarding Transformation done in AIIMS, as NIC is the driving IT force behind the activity.
- 10) AS, DeitY suggested that, AIIMS should prepare a brochure for the Cabinet Secretary visit to AIIMS highlighting the achievements of eHospital implementation in AIIMS and also the details of the modules to be launched during the visit.
- 11) AS, DeitY also suggested that, NIC should try to develop some mobile applications for patients/ hospital staff that can be launched during the visit of the Cabinet Secretary. Mr Gera said for launching specific mobile app for AIIMS, data connectivity of eHospital server at AIIMS with internet has to be checked.
- 12) The date of next review meeting was fixed as 11th July 2016.

The meeting ended with Vote of thanks to the chair.

Receipt No : 329371/2016/E-GOV

**JITENDRA ARORA**

Director

Tel. : 011-23062317

E-mail : dir.ehealth@gmail.com



सत्यमेव जयते

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
डी-307, निर्माण भवन, नई दिल्ली - 110011
Government of India
Ministry of Health & Family Welfare
307-D, Nirman Bhavan, New Delhi-110011

D.O. No. Z-18015/30/2016-eGov**Date: 20th July, 2016**

Sir/Madam,

MoHFW has envisaged establishing a system for interoperable Electronic Health Records (EHRs) of citizens to be created, made available and accessible online to facilitate continuity of care, better affordability and better health outcome, better decision support system.

2. To set-up the envisaged EHR System, one of the key requirements is implementation of EHR Standards compliant Hospital Information System (HIS) in all hospitals. In this regards, it is informed that NIC has already developed a Hospital Information System (HIS) by name 'eHospital', which is compliant with the EHR standards and is hosted on GI Cloud supported by DeitY. Being a Cloud hosted application, hospitals are not required to invest in software development, servers, cloud infrastructure etc.

3. In a review meeting held on 7th June, 2016 under the Chairmanship of Secretary (HFW), it was decided that all the Central Government and Autonomous hospital should come on board for implementation of e-Hospital and ORS applications in a time bound manner.

4. Vide Ministry's DO letter dated 21st June, 2016, all the hospitals were requested to nominate an IT Nodal Officer as a point of contact and create small steering group of 8-10 persons consisting of doctors, administrative officers and paramedics (Nurses, Pharmacists) who can catalyze the implementation.

5. To facilitate the easy adoption of ORS & eHospital, a full day workshop has been organised to learn the best practices and understand the application on 30th July 2016 on the theme "HIS & ORS Ground realities and 360° View" at **JLN Auditorium, AIIMS New Delhi.**

6. You are requested to kindly nominate the IT nodal officer, Chief Information Officer and 2-3 doctors/paramedics having exposure to Information Technology of your Hospital to attend the workshop.

7. The Agenda of the proposed Workshop is enclosed.

With best regards

Yours sincerely,

Jitendra Arora
(Jitendra Arora)
Director (eGov)

The Director/Medical Superintendent of Central Government and Autonomous Hospitals
Copy to:

1. Director, AIIMS, New Delhi
2. PS to DDA, AIIMS, Delhi
3. Shri Ajay Rampal, Sr. Technical Director, NIC, MoHFW

Healthy Village, Healthy Nation

बेटी बचाओ, बेटी पढ़ाओ
Talking about AIDS is taking care of each other

Symposium on HIS and ORS: "Ground Realities and 360° View"

Venue: JLN Auditorium, AIIMS, New Delhi

Date: 30th July, 2016**WORKSHOP AGENDA**

Time	Topic	Speaker
9.00 am - 9.10am	Welcome Address	Mr. V Sreenivas, DDA, AIIMS
9.10 am - 9.20am	Keynote Address	Mr. Sunil Sharma, JS, MoHFW
9.20 am - 9.30am	Address	Dr. M C Misra, Director
9.30am-10am	eHospital from conception to implementation	Dr. Deepak Agarwal, Chairman, Computerization
10am- 10.30am	Introduction to eHospital/ORS application	Mr. Rajesh Gera DDG, NIC Mr. Ajay Rampal, Sr. Technical Director, NIC
10.30am-11 am	Challenges faced in implementation of eHospital	Ms. Preethy/Ms. Merin (NIS)
10.30-11am	Tea Break	
11am-11.30am	Role of NIS in implementation of e hospital	Ms. Metilda Robin, In Charge, NIS
11.30am-12.15pm	Introduction to SNOMED CT	C-DAC, Pune
12.15pm - 1pm	Success Stories	
	Lab Module	Ms. Yamini /Mr Naveen(NIS)
	Admission Blocking	Dr Kanika, Resident(Hospital Administration)
	Store Module	
	Integration of e- Hospital with existing HIS and EMR	Ms. Aswathy(NIS) Mr. Shyamal (Programmer,AIIMS)
1.00 pm-1.30 pm	On Boarding of hospitals in e-Hospital system	Mr. Sandeep Chopra (NIC)
1.30 pm- 2.00 pm	Open discussion	
2.00 pm -3.00 pm	Lunch Break	
3.00 pm- 5.00pm	Visit to eHospital, ORS, OPD IPD, Billing and eBloodbank applications operational in AIIMS, New Delhi.	

Receipt No : 342983/2016/E-GOV

Subject: **Fwd: Request for Convening the Meeting of the Committee for Successful Launch of e-Hospital Project across all AIIMS**
To: amit.k89@nic.in

Date: 08/22/16 11:59 AM
From: Sunil Sharma JS <sunil.sharma62@gov.in>

AIIMS INDIA'S FIRST FULLY DIGITAL PUBLIC HOSPITAL... (1.9MB)

Committee.JPG (289kB)

Agenda.docx (20kB)

----- Original Message -----

From: **vsrinivas** <vsrinivas@nic.in>

Date: Aug 17, 2016 5:33:24 PM

Subject: Request for Convening the Meeting of the Committee for Successful Launch of e-Hospital Project across all AIIMS

To: health secretary <secyhwf@gmail.com>, CK Mishra ASMD <mishrack@nic.in>

Cc: Mahesh Misra <mcmisra@gmail.com>, Aruna Sharma <secretary@mit.gov.in>, Rajesh Gera <rgera@nic.in>, Ajay Kumar AS DIETY <ajay@deity.gov.in>, Hs Shenoy <hs.shenoy@tcs.com>, Girish K VP TCS <girish.krishnamurthy@tcs.com>, Sunil Sharma JS mohfw <sunil.sharma62@gov.in>, vsrinivas@nic.in, director@aiimsjodhpur.edu.in, admin@aiimsbhopal.edu.in, director@aiimspatna.org, director@aiimsraipur.edu.in, rakeshkumar.aoaiims@gmail.com, Dr Deepak Agrawal AIIMS <drdeepak@gmail.com>, Tripta Sharma <tripta.setia@gmail.com>

Sir,

On July 19, 2016 AIIMS became India's first fully digital public hospital by successful completion of implementation of the e-Hospital Project. The Ministry of Health and Family Welfare has asked AIIMS to replicate this success story in all AIIMS of India.

The Ministry of Health and Family Welfare has constituted a committee for successful launch of e-Hospital Project across all AIIMS on August 4, 2016. Copy of the Committee constitution order and the draft agenda note as also the powerpoint presentation for the meeting are enclosed.

Also enclosed are 2 video films on the e-Hospital Project and AIIMS Transformation Project.

Video Link on AIIMS OPD Transformation Project: [AIIMS Film Final - By Corporate Marketing .mp4](#)

Video Film on e-Hospital Project: <https://youtu.be/tSjWk88fX5s>

A suitable meeting date may kindly be given for the 1st meeting of the Committee.

regards,
Srinivas

--

V.Srinivas, IAS
Deputy Director (administration)
All India Institute of Medical Sciences
New Delhi
Tele: 011 26594804 work
Fax: 011 26588111
cell: 9560939977

— Committee.JPG —

Receipt No : 353744/2016/E-GOV



Ashish Sharma <ashish.sharma.css@gmail.com>

Fwd: Fw: Sub:- Bills of symposium on workshop on HIS and ORS ground realities.

1 message

Amit Kumar <amitkumariss34@gmail.com>
To: Ashish Sharma <ashish.sharma.css@gmail.com>

Tue, Sep 6, 2016 at 3:53 PM

----- Forwarded message -----

From: **Indu Bharwal** <indubharwal89@yahoo.in>
Date: Tue, Aug 30, 2016 at 12:53 PM
Subject: Fw: Sub:- Bills of symposium on workshop on HIS and ORS ground realities.
To: Amit Kumar <amitkumariss34@gmail.com>

On Tuesday, 30 August 2016 12:50 PM, Deepak Agarwal <aiimschairmancomputerization@gmail.com> wrote:

Dear Mr.Jitendra Arora,

I am attaching the letter to reimburse the amount of Rs.1,61,249 which was spent for the symposium on HIS and ORS-Ground realities.Scanned copy of all bills are attached along with this.

Kindly consider it and reimburse the amount to :

Account name- SCEUTH

Account Number – 33343999733

Bank name –State Bank of India, Ansari Nagar , New Delhi-110029

IFSC CODE –SBIN0001536

Dr Deepak Agrawal,MBBS,MS,MCh,
Additional Professor, Neurosurgery & Gamma-Knife,
Chairman, Computerisation
All India Institute of Medical Sciences,
Ansari Nagar,New Delhi-110029
Mob: +919868398242; +919811282043
www.drdeepakagrawal.com

4 attachments

document_1.JPG
399K

Receipt No : 353744/2016/E-GOV



document_2.JPG
266K



document_3.JPG
383K



Publication1.jpg
155K

Receipt No : 353744/2016/E-GOV

Deepak Agrawal, MCh

Additional Professor, Neurosurgery
Chairman, Computerisation
All India Institute of Medical Sciences,
New Delhi, India-110029

Email: dagrawal@aiims.ac.in**Tel: 91 11 26731162****Fax: 91 11 26188000**

अखिल भारतीय आयुर्विज्ञान संस्थान
अन्सारी नगर, नई दिल्ली-११० ०२६



29.08.2016

To

Mr. Jitendra Arora
Director (e health)
Ministry of health and family welfare

Sub: Bills of symposium on HIS and ORS ground realities

Dear Mr. Jitendra Arora,

This is in reference to the symposium on HIS and ORS ground realities which was organised on 30th July 2016 in AIIMS, New Delhi. The details of the bills are attached along with this letter.

1. Printing and supply (1 standee, 2 backdrop, 1 board, 1 table branding) - Rs. 9,565
2. Live streaming (D.V Cam with cameraman) = Rs 3500
3. Conference pads, Folders, pens - Rs 5534
4. Floral Boquet - Rs 1250
5. High tea (Rs 150 per plate) - Total 200 plates = Rs 30,000
6. Lunch (Rs 550 per plate) = Rs 1,10,000
7. Tent house and arrangements = Rs 1400

Total = Rs 1,61,249

Kindly reimburse the amount to:

Account name - SCEUTH

Account Number - 33343999733

Bank name - State Bank of India, Ansari Nagar, New Delhi-110029

IFSC CODE - SBIN0001536

Scanned copy of all bills has been attached.

Thanking you.

Yours faithfully

Dr. Deepak Agrawal
Additional Professor
Chairman Computerization
AIIMS

डॉ० दीपक अग्रवाल / Dr. Deepak Agrawal
अध्यक्ष, कंप्यूटीकरण समिति, एम्स
Chairman, Computerization Committee, AIIMS
अ० गा० आ० सं०, नई दिल्ली / AIIMS, New Delhi-110029

Receipt No : 353744/2016/E-GOV

CASH MEMO
नकद पत्र

Brought of विक्रेता

Sold To M/s Cash
केता सर्वश्री

No. क्रमांक _____ Date तिथि _____

QNTY. संख्या	PARTICULARS विवरण	RATE दर	AMOUNT रकम
2000	Confrance pad.	6.50	1300.00
2000	Ball pen-st	5	1000.00
830	folders.	15	1245.00
			29/7/16
			3545
TOTAL कुल जोड़			

ds Once Sold Will Not Be Taken Back
E. & O. E. भूल-चूक लेनी देनी।

Signature
हस्ताक्षर

CASH MEMO
Bought of विक्रेता

Sold to केता Arms N. Delhi

No. क्रमांक _____ Date तिथि _____

QNTY. संख्या	PARTICULARS विवरण	RATE दर	AMOUNT रकम
1	Small pot - 1	250	250 -
2	Bouquet - mch		
	- 05	200	1000 -
			1250
TOTAL कुल जोड़			

● Goods once sold will not be taken back
E. & O. E. भूल-चूक लेनी देनी

Signature
हस्ताक्षर

CASH MEMO
नकद पत्र

Brought of विक्रेता

Sold To M/s Cash
केता सर्वश्री

No. क्रमांक _____ Date तिथि 29/7/16

QNTY. संख्या	PARTICULARS विवरण	RATE दर	AMOUNT रकम
1130	Wangare Folder	17	1989.00
			29/7/16
			1989
TOTAL कुल जोड़			

ds Once Sold Will Not Be Taken Back
E. & O. E. भूल-चूक लेनी देनी।

Signature
हस्ताक्षर

Receipt No : 353744/2016/E-GOV

INVOICE

(Original)

K. D. Printo Graphics C-68, Basement DDA Shed Okhla Industrial Area Phase - I New Delhi - 110020 PAN: AQGPM9705J 9899560904, 011-46560904 E-mail : darwan@kdprintographics.com Buyer Sceuth AIIMS New Delhi		Invoice No.	Dated		
		232/2016-2017	30-Jul-2016		
		Delivery Note	Mode/Terms of Payment		
		979975			
		Supplier's Ref.	Other Reference(s)		
		Buyer's Order No.	Dated		
Despatch Document No.	Dated				
	30-Jul-2016				
Despatched through	Destination				
Terms of Delivery					

Sl No.	Description of Goods	Quantity	Rate	per	Amount
1	Printing and Supply 1 Standee with Print	1.00 nos	1,700.00	nos	1,700.00
2	Printing and Supply 2 Back Drop 8'x4'	2.00 nos	2,400.00	nos	4,800.00
3	Printing and Supply 1 Board 6'x3	1.00 nos	1,350.00	nos	1,350.00
4	Printing and Supply 1 Table Branding 2.5'x9'	1.00 nos	1,200.00	nos	1,200.00
					9,050.00
	Out Put Vat 5%				515.00
	Total	5.00 nos			9,565.00

Amount Chargeable (in words) **Rs. Nine Thousand Five Hundred Sixty Five Only** E. & O.E.


Company's VAT TIN : 07320354443

Declaration
We declare that this invoice shows the actual price of the goods described and that all particulars are true and correct.

This is a Computer Generated Invoice

K.D. PRINTO GRAPHICS
 C-68, Basement, DDA Shed
 Okhla Industrial Area Phase - I,
 New Delhi - 110020
 Ph.-011-46560904

Receipt No : 353744/2016/E-GOV

RETAIL INVOICE/ CASH MEMO/BILL FORMAT				
<h1 style="margin: 0;">Mughal Darbar Restaurant</h1> <p style="margin: 0;">• Catering • Decorator • Hospitality</p>			<p>Book No. 08.....</p> <p>Sl. No. 391</p> <p>Dated 30/7/16</p>	
<p>Opp-Iohit Hostel JNU, New Delhi-110067</p> <p>Phone: - 9871822786, 9310414284</p> <p>Our Tin No 07800393367 • PAN NO:-AGEPA2356B</p>			<p>Purchaser's Tin No.</p>	
<p>M/s.....</p>			<p>Purchaser's Tin No.</p>	
Sr. No.	Particulars	Qty.	Rate	Amount Rs. P.
✓ 1	Hi-tea for <u>200</u> person @ Rs. <u>150</u> per person dated <u>30/7/16</u> for <u>ac</u> Session	200	150	30000
2	Lunch/Dinner for.....person @ Rs..... per person dated.....			
3	Tea, Coffee, Snacks, Biscuits, Mineral Water for.....person @ Rs..... per person dated..... for.....Session			
✓ 4	Lunch/Dinner for <u>200</u> person @ Rs. <u>550</u> per person dated <u>30/7/16</u>	200	550	110000
5	Tea, Coffee, Snacks, Biscuits, Mineral Water for.....person @ Rs.per person dated.....for.....Session			
6	Lunch/Dinner for..... person @ Rs.....per person dated.....			
7	Tea, Coffee, Snacks, Biscuits, Mineral Water for.....person @ Rs..... per person datedfor.....Session			
8	Lunch/Dinner for.....person @ Rs.....per person dated.....			
9	Tea, Coffee, Snacks, Biscuits, Mineral Water for.....person @ Rs..... per person datedfor.....Session			
10	Lunch/Dinner for.....person @ Rs.....per person dated.....			14000
✓ 11	Tent-House Charges <u>14000</u> for <u>ac</u> day			
				
<p>Payment Advance Recived Rs. <u>14000</u></p>				
		<p>Total Rs. 154000</p> <p>(+)-Vat @ % mca</p> <p>G. Total 154000</p> <p>Advance nil</p> <p>Balance 154000</p>		
<p>E. & O. E.</p> <p>TERMS & CONDITIONS</p> <p>Subject To Delhi Jurisdiction</p> <p>• Printed At - Shiv Shakti Enterprises</p> <p>• Bar Sarai, New Delhi-110016 Ph.:26966878</p>		<p>For Mughal Darbar Restaurant</p> <p><i>[Signature]</i></p> <p>Signature</p> <p>Book Printed - 01-20</p> <p>Invoice Printed - 01-1000</p>		

Receipt No : 356519/2016/E-GOV

0/c

F No. Z-18015/30/2016-eGov
Government of India
Ministry of Health & Family Welfare
(eGovernance Division)



Nirman Bhavan, New Delhi
Dated the 08th September, 2016

To
Dr Deepak Agrawal
Additional Professor, Neurosurgery & Gamma-Knife,
Chairman, Computerisation
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi-110029

Subject: Bills of symposium on workshop on HIS and ORS ground realities

Sir,

Please refer to your email dated 30th August, 2016 on the subject above seeking reimbursement of the expenditure incurred on the conducting a full day workshop on the theme "HIS & ORS Ground realities and 360° View" in AIIMS, New Delhi on 30th July 2016.

2. It is informed that Rs. 1.5 Crore Grant-in-Aid was released to AIIMS, New Delhi by Telemedicine section on 03/03/2016 (UTR No. BARBH 16091628542).

3. In this regard, it is said that the required expenditure of Rs 1, 61, 249 /- incurred on the symposium may be met from Grant-in-Aid already released to AIIMS New Delhi.

Yours faithfully,

(Jitendra Arora)

Director(eGov)

MoHFW

Tele No: 23062317

Copy to:

DDA, AIIMS,
New Delhi

please issue #21
by speed post
Chauhan
9-9-16



No. V-16020/173/2016-INI-1
Government of India
Ministry of Health and Family Welfare
(INI-1 Section)

Nirman Bhavan, New Delhi,
Dated the 26th October, 2016

OFFICE MEMORANDUM

Subject:- Points in digital form regarding notable changes/improvements in the programmes started by Govt-reg.

The undersigned is directed to refer to AS (F & D), MOHFW communication dated 19-9-2016 on the above subject and to furnish the following points in respect of INI-1 Section on **Online Registration System** in AIIMS, New Delhi:

- (i) Online registration System has been launched in AIIMS, New Delhi on 4th July 2015. The online registration system has linked all departments of AIIMS, New Delhi on the Aadhar enabled software platform. The software can be utilized online or through a web-kiosk or through a call centre. As on 24-10-2016, 2.58 lac patients have benefitted by this facility.
- (ii) Online registration system has brought down waiting times in AIIMS for OPD Patients substantially.

(Sunita Dhaundiya)

Under Secretary to Govt. Of India

Ph: 23061843

✓ Office of Additional Secretary(F&D),
MoHFW, Nirman Bhawan,
New Delhi.

JS(e-gov)

22/10

e-gov

28-10

AD(e-gov)

Am

Receipt No. 392690/2016/E-GOV

Deputy Director (Admn.)



All India Institute of Medical Sciences

Director's Wing, Grd. Floor
Ansari Nagar, New Delhi-110 029Office of Secretary (H&FW)
G-Index No. 384482/2016

Date: 20/10/2016

Letter No. DDA/557 /2016-17
New Delhi dated October 6, 2016

Sir,

I am enclosing a copy of my paper titled **"The First Digital Revolution in Health Care"** documenting the success story of the AIIMS Transformation Project. The Prime Minister from the ramparts of Red Fort on August 15, 2016 appreciated the AIIMS e-Hospital project. The project has benefitted 35 lac patients since July 2015 and has had the largest Digital footprint of Digital India Initiatives in Government.

On behalf of AIIMS, I write to thank you for your support in this challenging policy endeavor.

With best regards,

Yours sincerely,

(V. Srinivas)

Shri C.K. Mishra

Secretary

Ministry of Health & Family Welfare

Nirman Bhawan, New Delhi

Office of Secretary (H&FW)
Secretary has seen
Forwarded to AS(H)

JSCAS

JSCSS

AS(H)

-O.T

US(eHealth)

SL. 27/10/2016

AD(e-Gov)

Receipt No : 392690/2016/E-GOV



AIIMS DIAMOND JUBILEE CELEBRATIONS

THE FIRST DIGITAL REVOLUTION IN HEALTH CARE



By

V. Srinivas

Deputy Director Administration

AIIMS, New Delhi


THE FIRST DIGITAL REVOLUTION IN HEALTH CARE

ABSTRACT

Building strong Institutions is one of the major objectives of Good Governance. The Digital India initiative represents a landmark in ushering in the First Digital Revolution in Health Care at AIIMS. The successful implementation of the AIIMS e-Hospital Project and the AIIMS OPD Transformation Project, transformed AIIMS to India's first fully digital public hospital. In 16 months of implementation since the launch in July 2015, the AIIMS e-Hospital project has had the largest footprint of Digital India projects. The creation of a patient friendly hospital has benefitted 35 lac patients till date, reducing wait times at the Hospital by nearly 6 hours, brought transparency to OPD appointments; created digital medical records and represents a sustainable and replicable model for hundreds of India's Hospitals.



***V.Srinivas**

1. **AIIMS** - the very name invokes images of crowds, a sea of humanity that is present at the hospital doors, waiting from 3 in the morning, to rush for expert medical consultation as soon as the Rajkumari Amrit Kaur Out Patient Department (OPD) doors are opened at 8.30 am. With an average of 10,000 OPD patients/day, 35 lac OPD patients per annum, 55 Departments, 640 faculty, 2000 resident doctors and 5100 Nurses, AIIMS represents India's behemoth in tertiary care super specialty hospitals. While the Institute led by highly driven professionals works with clock work precision, the overwhelming patient loads have proved impossibly challenging for a manual system and required significant systemic changes in terms of improved digital practices and process re-engineering, as millions of India's population seeks medical care at the Nation's apex Medical Sciences University.
 
2. **JANUARY 2015 - AIIMS – UIDAI - DeITY COLLABORATION:** The first step in the Digital AIIMS project was the creation of an effective linkage between AIIMS, Unique Identification Authority of India (UIDAI) and the Department of Electronics and Information Technology (DeiTY). A unique health identification number for every patient visiting AIIMS was generated on an Aadhar platform. The patient could log into the AIIMS OPD Appointment System (ORS.gov.in) and submit a request for an appointment online using his Aadhar number. The verification of the demographic details of the Patient was based on the one-time password for the patient being transmitted to the mobile phone number of the patient registered in the Aadhar data base. The Unique Health Identification Number gave every Patient visiting AIIMS a Digital Identity. The Patient could use the UHID for his entire lifetime and every consultation visit was documented by the system.
3. The next significant step in the Digital AIIMS project was the strengthening of the AIIMS-DeiTY-NIC collaboration. The e-Hospital project proceeding at a modest pace, suddenly gained significant momentum with the launch of Digital India Initiative. There was a new urgency in DeiTY and NIC for expeditious development of the software so that the Online Registration System could be established. This was followed by the collaboration between AIIMS and Pay Gov for creation of a payment portal.
4. The e-Hospital project necessitated transparency in OPD appointments. AIIMS always encouraged walk-in patients and also had several follow-up patients coming for consultation. The streamlining of the new OPD cases began with 15 percent of the total new OPD appointments being given for online registration. The

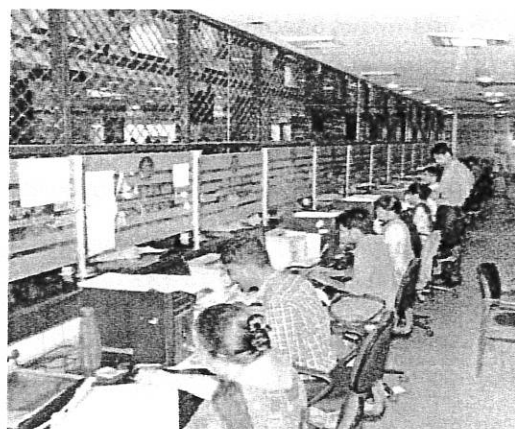
out-patient appointments of each of the Departments of AIIMS was placed online and every consultation room in the OPD was allotted a fixed number of OPD patients identified by name.

5. **APRIL 2015: AIIMS – TCS COLLABORATION:** The AIIMS-TCS collaboration for the AIIMS OPD Transformation Project was conceptualized as a Corporate Social Responsibility Project. For several weeks the TCS officials merely observed the systems and processes of AIIMS OPD areas. It was only after several months of conceptualization, discussions, capacity building, consensus building and software development did the TCS prescribe a model of AIIMS OPD transformation. The approach was to facilitate faster registration, to dissipate



crowds with larger patient waiting areas, introduction of new signages, introduction of screening at the entry point, introduction of patient care coordinators at the registration/ consultation areas and the rather unique exit OPD counters for all follow-up patients. Today, the AIIMS-TCS collaboration has provided India with a role model for transforming the OPD services at all major Central and State Government Hospitals.

6. **A NEW PATIENT REGISTRATION CENTER FOR AIIMS:** The TCS model of AIIMS OPD Transformation envisaged construction of a Patient Registration Center, with 50 Registration Counters each one equipped with a computer terminal loaded with e-Hospital software. The Patient Registration Center was constructed and operationalized in a record time of 6 months. Nursing Informatics Specialists were deployed for implementation of the Registration processes to oversee the work of Data Entry Operators. The registration time was a mere 40 seconds for all new appointments with UHID numbers generated from the online registration system. Fast Track Queues were created where the patients who had already

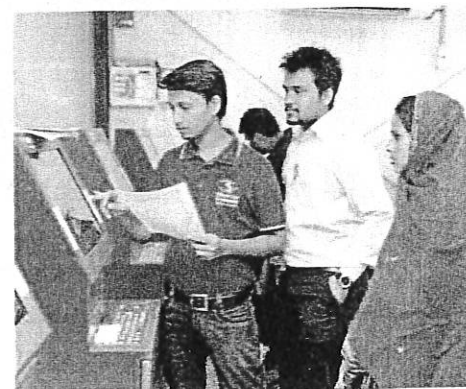


registered themselves under the online registration system could get their OPD cards and move quickly to the Patient Waiting Areas. Patient Care Coordinators were deployed to ensure that Patients understood clearly where to visit during the entire process. The whole approach was one of empathy and efficiency. The successful operationalization of the Patient Registration Center meant that the waiting time in the Hospital had come down by nearly 6 hours per patient. The 3 am serpentine lines were no longer there. They were replaced by a more orderly queue system that commenced at 8 am and reached the OPD consultation rooms by 9 am.

7. AIIMS attracts 10,000 patients per day but the patient waiting areas had only 2500 seating capacity. This meant that patients rushed to consultation areas without any wait time in a comfortable environment. The TCS model envisaged creation of seating spaces for an additional 3500 patients. Air conditioned Patient Waiting Halls were developed where the patients could comfortably wait for their turn to visit the OPD Consultation rooms.



8. The TCS model was implemented in the Medicine and Pediatric OPD areas on a pilot scale in December 2015. The Clinicians would commence work at 9 am. Patients would reach the clinician's rooms in an orderly manner. All multiple registration counters in these Departments were discontinued. The successful implementation encouraged AIIMS to introduce the model in all the 5 floors of the Rajkumari Amrit Kaur OPD covering all 55 Departments.
9. The most innovative feature of the TCS model was the introduction of EXIT OPD Counters. Patients who were recommended for advanced Laboratory Tests, Radio-Diagnosis, Virology and Pathology Tests as also follow-up appointments, all of which could be scheduled from the EXIT OPD Counters. The Patient thus had a very orderly journey from the point of entry to the Hospital to the point of exit. Even the VIP Patients including senior IAS officers willingly went through the entire OPD Transformation Process and found the entire experience quite expeditious and satisfying.
10. **DEVELOPMENT OF SPECIALISED CADRES:** Patient Friendly Hospitals are every Medical Institution's dream. AIIMS transformed itself into a patient friendly hospital by its willingness to adopt the modern day digital practices and create specialized cadres who enabled rapid scaling up of the new technology. The Nursing Informatics Specialists provided the linkage between the Clinical Departments and the OPD appointments. Nurses with an aptitude for technology were deployed to coordinate between the Departments, OPD, Wards and the software professionals. The Patient Care Coordinators touched every patient entering the OPD with their empathy. They were the friends and guides who ensured patients followed the established protocols. They were also deployed to assist with the E-Kiosks to enable literate and tech savvy patients



with appointments. The Data Entry Operators were deployed at Patient Registration Center and the EXIT OPD Counters. They were trained to handle cash collections simultaneously. Security Personnel were trained in Queue Management systems with a considerable degree of patience. A team of Hospital Administrators coordinated with TCS Officials in guiding change management and effective supervision.

11. **AIIMS – INDIA'S FIRST FULLY DIGITAL PUBLIC HOSPITAL:** Hitherto, the implementation of the e-Hospital project had not been orderly. For AIIMS to be a fully Digital Hospital, each of the e-Hospital modules needed

to implemented in an orderly manner to create a comprehensively digital hospital. By June 2016, the e-Hospital module implementation in AIIMS was completed. The NIC took a big step forward in completing the AIIMS e-Hospital Project. NIC Teams from Tripura worked with each of the Departments in AIIMS in a prescribed time frame to transform AIIMS as India's first fully digital public hospital. The modules comprised of Blood Bank module, Billing Module, In-Patient Department comprising admission and bed to bed management, Laboratory Module integrating 55 laboratories, Establishment of nearly 200 Kiosks with Net Banking Facilities for ease of payments, Laundry Module for monitoring the central laundry operations, Store management for inventory purposes, Dietary Module for preparation of electronic diet charts for in-patients, and RIS-PACS (Radiology Imaging System – Picture Archiving Communications System) for exchange of radiology data.

12. **THE TITANIC IS SAVED:** The transformation of AIIMS to a patient friendly hospital under the Digital India Initiative can be compared to "Saving the Titanic". Under the Digital India Initiative, a core team of officials collaborated cordially and constructively over a long period of time to make the First Digital Revolution in Health Care possible. There was severe resistance from Patients, Doctors, Support Staff and Security Personnel during the course of the AIIMS OPD Transformation Project. As the success story unfolds benefitting 35 lac patients, in 12 months' time, the hours and hours of effort in the service of the Institute and the Nation are adequately rewarded. The Prime Minister launched the Online Registration System as part of the Digital India Initiatives in July 2015. Following a year of successful implementation wherein the project benefitted 35 lac patients, the Prime Minister mentioned the successful implementation of the AIIMS e-Hospital Project from the ramparts of Red Fort in his Independence Day Address on August 15, 2016. The AIIMS OPD Transformation Project has enthused several State Governments. AIIMS has been mandated to conduct on-boarding workshops for replication across all 12 Central Government Hospitals.
13. **The AIIMS Transformation Project represents India's First Digital Revolution in Health Care. It's a remarkable success story.**

**Author is a senior civil servant, an IAS officer of 1989 batch, presently serving as Deputy Director Administration, AIIMS New Delhi.*

The views expressed in the Article are his personal.

Receipt No : 392690/2016/E-GOV

Receipt No : 395739/2016/E-GOV

V. SRINIVAS, IAS
Deputy Director (Admn.)



All India Institute of Medical Sciences
Director's Wing, Grd. Floor
Ansari Nagar, New Delhi-110 029

Letter No. DDA/588 /2016-17
New Delhi dated November 1, 2016

Dear Shri Rabindra Prasad ji,

Pl. refer to your email dated October 31, 2016 seeking inputs for a meeting to be chaired by Shri K.B. Agarwal on November 1, 2016. The inputs are as follows:-

1. **Better model for purchase of equipment in the various Central Government Hospitals/Institutions:** The purchase procedures adopted have to be in accordance with GFR and CVC guidelines. The AIIMS Purchase Manual has been firmed up after 11 years, represents a specialised model for Hospital Equipment Procurement. AIIMS procures Rs. 250 crores of equipments/ anum, and needs a separate procurement manual laying down established codal practices to avoid any CVC enquiries if fully adhered to.
2. **Better model for all kinds of construction/projects of Central Government Hospitals/Institutions:** AIIMS is currently implementing the National Cancer Institute and several Projects in the Masjid Moth campus amounting to Rs. 3000 crores. The appointment of Project Management Consultant (PMC) has to be on open tender basis and not on nomination basis. The PMC must present details of supervisory staff to be deployed and indicate the actual costs. There has to be monitorable indicators in construction works monitored by a Project Monitoring Committee.
3. **Development of all India patient data base software and its portability in the country for the citizens:** This is not feasible unless there are amendments made to the Clinical Establishments Act. Kindly create an enabling legal framework for such a patient data base portability.
4. **Service delivery models for improving quality of services:** I am enclosing a copy of my paper titled First Digital Revolution in Health care on the subject which has benefitted 35 lac patients.

With regards,

Yours sincerely,

(V.Srinivas)

Shri Rabindra Prasad
Director-INI
Ministry of Health & Family Welfare
Nirman Bhawan, New Delhi

J.S. (HIS)
58/10/2016
for my a
und 1/11/16

ADee-60v

Receipt No : 395739/2016/E-GOV

Copy to : Shri K. B. Agarwal, AS, MoHFW

: Shri Arun Singhal JS, MoHFW

Receipt No : 447545/2017/E-GOVERNANCE



Amit Kumar <amitkumariss34@gmail.com>

Fw: Bills of symposium on 30th July 2016

Indu Bharwal <indubharwal89@yahoo.in>
Reply-To: Indu Bharwal <indubharwal89@yahoo.in>
To: Amit Kumar <amitkumariss34@gmail.com>

Wed, Dec 21, 2016 at 3:55 PM

----- Forwarded Message -----

From: Deepak Agarwal <aiimschairmancomputerization@gmail.com>
To: Jitendra Arora <dir.ehealth@gmail.com>; indubharwal89@yahoo.in; metilda cj <metildajose@gmail.com>
Sent: Wednesday, 21 December 2016 3:52 PM
Subject: Re: Bills of symposium on 30th July 2016

Dear Sir,

It was noted that there was some corrections in the net amount of bills of symposium held on 30th July 2016.

The total amount is 1,73,849 instead of Rs 1,61,249(earlier amount)

Kindly instruct tele medicine department to reimburse this amount.

Dr Deepak Agrawal, MBBS, MS, MCh,
Additional Professor, Neurosurgery & Gamma-Knife,
Chairman, Computerisation
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi-110029
Mob: +919868398242; +919811282043
www.drdeepakagrawal.com

On Wed, Dec 21, 2016 at 3:43 PM, Deepak Agarwal <aiimschairmancomputerization@gmail.com> wrote:

Dear Sir,

It was noted that there was some corrections in the net amount of bills of symposium held on 30th July 2016.

The total amount is 1,73,849.

Kindly instruct tele medicine department to reimburse this amount.

Attaching the bills along with this email.

Dr Deepak Agrawal, MBBS, MS, MCh,
Additional Professor, Neurosurgery & Gamma-Knife,
Chairman, Computerisation
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi-110029
Mob: +919868398242; +919811282043
www.drdeepakagrawal.com

Receipt No : 447545/2017/E-GOVERNANCESubject: **Bills of symposuim on workshop on HIS and ORS ground realities**

Date: 01/05/17 11:31 AM

To: aimschairmancomputerization@gmail.com

From: "Amit Kumar" <amit.k89@gov.in>

Cc: Jitendra Arora <dir.ehealth@gmail.com>,

Ashish Sharma <ashish.sharma91@gov.in>,

Indu <indubharwal89@yahoo.in>

payment to AIIMS for symposium.pdf (93kB)

Respected Sir,

This in the supersession to letter No Z-18015/30/2016-eGov dated 08th September, 2016 on the subject mentioned above.

In this regard, please find enclosed the formal communication from the Ministry of Health and Family Welfare.

Also, the letter in hard copy has been dispatched and will reach you soon.

--

Regards

Amit Kumar

Assistant Director (eHealth)

Ministry of Health & Family Welfare

Room No. 213D

Nirman Bhawan

New Delhi – 110 011

Tel: 011 – 2306 2263

Receipt No : 447545/2017/E-GOVERNANCE

F No. Z-18015/30/2016-eGov
Government of India
Ministry of Health & Family Welfare
(eHealth Section)

Nirman Bhawan, New Delhi
Dated the 4th January, 2017

To

Dr Deepak Agrawal
Additional Professor, Neurosurgery & Gamma-Knife,
Chairman, Computerisation
All India Institute of Medical Sciences,
Ansari Nagar, New Delhi-110029

Subject: Bills of symposium on workshop on HIS and ORS ground realities

Sir,

This is in the supersession to letter of even no dated 08th September, 2016 on the
aforementioned subject (Copy Encl).

2. It is hereby clarified that the expenditure incurred in the symposium was Rs 1,73,849 /- instead of Rs 1,61,249 /- (as mentioned in earlier letter dated 08th September, 2016).
3. It is informed that Rs. 1.5 Crore was released to AIIMS, New Delhi by Telemedicine section on 03/03/2016 (UTR No. BARBH 16091628542).
4. In this regard, it is said that the required expenditure of Rs 1,73,849 /- incurred on the symposium may be met from this fund released to AIIMS New Delhi.

Yours Faithfully,

**(Jitendra Arora)****Director(eGov)****MoHFW****Tele No: 23062317****Copy To:**

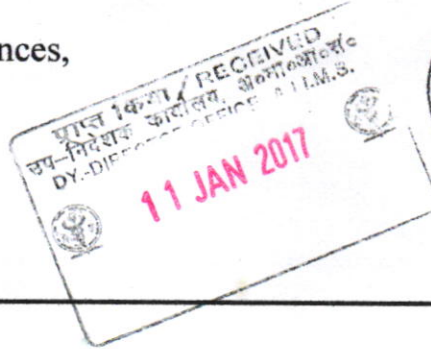
DDA, AIIMS,
New Delhi

Receipt No : 447675/2017/E-GOVERNANCE

निदेशक कार्यालय, अ.मा.अ.स.
Director's Secretariat, A.I.I.M.S.

ई.आफिस सं./E-Office No. 26769

दिनांक/Date 11/1/17

Deepak Agrawal, MChProfessor, Neurosurgery
Chairman, Computerisation
All India Institute of Medical Sciences,
New Delhi, India-110029**Email: dagrawal@aiims.ac.in****Tel: 91 11 26731162****Fax: 91 11 26188000**अखिल भारतीय आयुर्विज्ञान संस्थान
अन्सारी नगर, नई दिल्ली-११० ०२६9th January 2017

To

Shri. Sunil Sharma

Joint Secretary

Ministry of Health and Family Welfare

Govt. of India

(Through Director, AIIMS)

Dr. (Govt.)
17/1/17

Sub: Recruitment of Data base Administrator, Security Administrator and System Administrator for ehospital project at AIIMS, Delhi and other ehospital installation in India.

Dear Sir,

The largest ehospital installation by NIC is at AIIMS, New Delhi. However there is no Data base Administrator, Security Administrator and System Administrator at site for the installation, putting the whole project at risk. NIC also does not have any expertise to provide any support in this regard and is asking us (AIIMS) to have these experts that does not come under our purview.

Diety /NIC should have domain expertise in these areas who are not only able to manage AIIMS, Delhi implementation but also other implementation of e hospital projects in India. It is proposed that health ministry may kindly take up this matter with Diety/NIC at the earliest as without these experts there is a major risk to ehospital installation at AIIMS, Delhi.

Kindly do the needful

Regards

Dr Deepak Agrawal

Chairman, Computerization Committee

AIIMS

Map 11/1/17

DD(A)

11/1/17

Forwarded

Map 11/1/17

MOH+EW

निदेशक/Director
अखिल भारतीय आयुर्विज्ञान संस्थान
All India Institute of Medical Sciences
अन्सारी नगर, नई दिल्ली-29
Ansari Nagar, New Delhi-29

SL
18/01/2017
ADCE-Govt

US/etov

on file 17/1/17

Receipt No : 582673/2017/E-GOVERNANCE

तार का पता - "मेडिन्स्ट"

TELEGRAM - "MEDINST"

दूरभाष : २६५८८५००, २६५८८७००, २६५८६६००

Telephones : 26588500, 26588700, 26589900



शरीरमाद्यं खलुधर्मसाधनम्

अखिल भारतीय आयुर्विज्ञान संस्थान
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
अन्सारी नगर, नई दिल्ली-११००२६ (भारत)
ANSARI NAGAR, NEW DELHI - 110029 (INDIA)

No. F-30/MSFW/2017-24 (H.)

संदर्भ सं०/ Ref. No.

दिनांक/ Dated : 05.05.2017

To

The Director

E-Governance

Ministry of Health & Family welfare

Govt. of India.

E-540 623/2017

Subject: Current Status of implementation of e-Hospital/ORS/Mera Aspataal at AIIMS, New Delhi – reg.

Reference: Meeting Notice no. M-11011/4/2015-egov dated 2/5/2017 of your office.

Dear Sir,

Please find enclosed details regarding the current status of implementation of e-Hospital/ORS/Mera Aspataal at AIIMS, New Delhi.

I Online registration system:

- Online registration system is fully functional. It is linked to the e-hospital module. Any patient who approaches AIIMS, whether through emergency or OPD, is registered through this system. It is possible for patients to login to the AIIMS website/ors.gov.in launched by the central government, and secure appointments online while sitting at home.
- Appointments can be taken for AIIMS using the following modalities:
 - 1 Online through AIIMS website/ors.gov.in.
 - 2 Walk in through PRC
 - 3 IVRS system

Ad/lebo
P/L

- 4 Mobile application from aiims@delhi
- 5 Call center
- 6 SWEC counters for follow -up appointments
- 7 Kiosks for follow-up appointments

- This initiative for online registration was launched in August 2015, and has been modified with the introduction of the RAK OPD Transformation project.
- As an initiative to make appointment system in the OPD transparent for patients, live patient appointment waiting dashboard has been started.
- Single Window exit counter (SWEC) for follow up appointment for diagnostic tests, referral clinics, and various departments has been introduced from January 2016. SWEC Counters function from 8.00 am to 8.00 pm.
- Self service kiosks have been placed at multiple locations within AIIMS for the use of patients to book their own follow up appointments.

Current status of ORS:

- Total Appointment taken more than 11500 per day
- New Appointment more than 6500 per day
- Follow up Appointment more than 5000 per day
- Appointment through ORS website 500 per day
- Mobile App more than 20 per day
- AIIMS patient Portal more than 300 per day
- IVRS more than 70 per day

II e - Hospital: The status of Hospital computerization is as follows:

- **Admission, Discharge & transfer module** of Inpatients was started on November 25, 2013 and is computerized completely & linked with the e-hospital portal of AIIMS.
- **Laboratory Module** is December 6, 2013 and is computerized completely & linked with e-hospital portal of AIIMS.
- **Biometric Attendance with Duty Roster:** The biometric project implementation was started in June 2015, when 50 Biometric machines with

inbuilt camera and were installed all over AIIMS. Around 10,000 employees were registered. All the staff was given training for punching and biometric attendance was made mandatory from October 2015. Online duty roster for departments/ Sections/wards was initiated and the designated staff was trained to fill the duty roster and leaves through which any employee can see his in/out punching along with leaves online.

- **Online store module** started since December 2013 and is completely computerized & linked with e-hospital portal of AIIMS.
- **Blood bank module** was started in June 2015, to bring transparency, prompt response in blood bank workflow and smoothen the blood donation process
- **Dietary module** was made online on December 2015 which includes store indent, utilization and intimation of diet to patients. It is completely computerized & linked with e-hospital portal of AIIMS.
- **Clinical Gastroenterology module** 6 clinics i.e GE OPD, Liver Clinic, IBD Clinic, Pancreas Clinic, Intervention Clinic, AB2 ICU Clinic, capturing the following: Diagnosis, Patient Clinical History, Investigations, Imaging Investigations, Endoscopy, Treatment, Order entry, Discharge Summary and Score Calculation in Different Clinics.
- **Academic module** has been initiated in which the scoring of academic presentations, papers, and classes can be done by the moderators.
- **An MSSO module** has specially been customized to account for online acceptance and issue of railway concessions, donations for poor patients, national assistance funds (RAN, NIAF) for eligible patients, etc has been introduced
- **A Laundry module** has been initiated, wherein all stock entries at the user level are made online.
- **The radiology module** is partially functional.

III **Mera Aspataal:** The Mera Aspataal app is fully functional and providing feedback to the hospital. The AIIMS analyses the data received, to identify critical areas which require improvement. These are then

communicated to the stakeholders (care-givers) and monitored continuously. Innovations & interventions are also planned, where possible, to reduce patient dissatisfaction, if required. The analyses of the feedback received from the Mera Aspataal app for the month of March 2017 is enclosed herein as **annexure 1**.

IV Digital Payments: Digital payment modules were started in 2015 and subsequent to the introduction of the billing module and POS machines, there is provision for payments to be accepted digitally through online transfer, credit cards, debit cards (at POS machines). Currently, the institute has 25 POS machines at various places.

In the month of March 2017, the pattern of various payments received (as obtained from the e-portal) is as follows:

Cash:	21.33%
Cheque:	3.96%
D.Draft:	48.67%
Debit Card:	16.12%
Credit Card:	4.39%
Challan:	1.04%
IPO:	0.0005%
ECS:	0.04%
NEFT:	1.1%
RTGS:	4.31%

V Challenges Faced :

- There is no service level Agreement with NIC, because of which the vendor(NIC) cannot be held accountable for any lapse in service.
- Upkeep time does not meet international standards (99%).
- There is no disaster backup for maintaining continuity of operations incase of primary site failure, despite repeated requests to the NIC for the same. This can have very serious repercussions on patient care.

Receipt No : 582673/2017/E-GOVERNANCE

- Maintenance and operations is done intermittently during the day time. A night time periodic maintenance plan needs to be implemented so that patient care services are not interrupted during peak hours.
- Night time service personnel from the NIC are not provided despite repeated requests from the hospital.
- Since the technically qualified development team of NIC is in Tripura, the personnel posted at AIIMS are often not able to understand or solve most of the problems that crop up. The problems keep lingering or have to await the attention of the qualified person from Tripura. A dedicated team of at least 2 developers should be stationed at each hospital by the vendor.

Frequent breakdown of service in the AIIMS patient portal and laboratory Information system leads to problems in registration/appointment and viewing lab reports.

All institutions require some amount of customization of soft ware to accommodate their procedures. The vendor is not able to do this.

AIIMS is unable to integrate other vendors who offer specialized software with the NIC module, since NIC is not willing to share the Source code.

Yours sincerely,



Dr. D.K. Sharma

Medical Superintendent

Copy to:

Director, AIIMS for information

Encl. : Annexure 1. : 3 pages

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Ansari Nagar, New Delhi-110029

Dated: 19.04.2017

Reference, department wise patient satisfaction report generated through Mera Aspataal application for AIIMS, New Delhi for the month of March 2017, received on 11.04.2017, the report was analysed and the following observations were made:

1. Visits

There were 191095 visits and total 28442 responses (16%) were received.

2. Satisfaction

A three point Likert scale was used to assess the level of satisfaction (n=28442).

S. No.	Response	Percent (no. of responses)
a)	Very Satisfied	34% (9594)
b)	Satisfied	44% (12433)
c)	Not Satisfied	22% (6415)

3. Dissatisfaction

The reasons for dissatisfaction are enumerated below in descending order as percentage among the dissatisfied respondents (n = 5321).

S. No.	Response	Percent (no. of responses)
a).	Behaviour of staff	35% (1885)
b)	Quality of treatment	14% (734)
c)	Cost of treatment	13% (676)
d)	Cleanliness	07% (347)
e)	Other factors	31% (1679)

a) Dissatisfaction with Staff Behaviour (35%)

Among respondents dissatisfied with staff behaviour, following was cadre-wise details (n=1737):

S. No.	Staff Behaviour	Percent (no. of responses)
i.	Doctors	40% (689)
ii.	Ward boys	12% (211)
iii.	Nurses	11% (183)
iv.	Lab technicians	10% (167)
v.	Pharmacist	04% (70)
vi.	Other staff	23% (417)

Dissatisfaction with behaviour of doctors: There are no outliers among the departments. However, in some of the departments, all the respondents have reported satisfaction with the behaviour of the doctors. These departments are RPC Emergency, Plastic Surgery, CTVS and Neuro-Anaesthesia (departments with ≤ 30 feedbacks excluded).

b) Dissatisfaction with Quality of Treatment (14%)

Among respondents dissatisfied with quality of treatment, dissatisfiers were as below (n=604):

S. No.	Quality	Dissatisfied Percent (no. of responses)
i.	Doctors did not listen carefully	48% (291)
ii.	No relief in symptoms	32% (193)
iii.	Health condition worsened	10% (62)
iv.	Inadequately skilled nurses	07% (40)
v.	Poor quality of food	03% (18)

Department wise, higher dissatisfaction to these outcomes were witnessed for Surgery (53%, n=11) and Gastroenterology (57%, n=17).

c) Dissatisfaction with Cost of Treatment (13%)

As regards cost of treatment, major factors perceived to be responsible for the same were reported to be (n=545):

S. No.	Cost Items	Percent (no. of responses)
i.	Medicines and supplies	46% (249)
ii.	Investigations	39% (212)
iii.	Informal payments	15% (84)

The results are same for emergency medicine where all the supplies are provided free of cost, therefore, outcome of this aspect should be expected to be more favourable.

d) Dissatisfaction with Cleanliness (7%)

As regards cleanliness, following were the areas where cleanliness was reported to be less than satisfactory (n=307):

S. No.	Area	Percent (no. of responses)
i.	Toilets	35% (106)
ii.	Patient registration & waiting areas	29% (90)
iii.	Wards	15% (47)
iv.	General surroundings	13% (39)
v.	Corridors	0% (1)
vi.	Examination rooms and tables	0% (0)
vii.	Bed-sheets	8% (24)

No patient was dissatisfied with cleanliness of "Corridors" and "Examination rooms & tables". There is no significant variation amongst centres or departments.

e) Other reasons for dissatisfaction

Various other factors which cause dissatisfaction are (n=1645):

S. No.	Reason for dissatisfaction	Percent (no. of responses)
a)	Long waiting times	49% (804)
b)	Overcrowding	14% (223)
c)	Inadequate information	08% (125)
d)	Lack of amenities	05% (76)
e)	Lack of support	04% (74)
f)	Any other	20% (343)

Summary

1. **Satisfaction:** Considering "Very Satisfied" and Satisfied as favourable positive responses as patients who are "Satisfied", the **level of overall satisfaction was high at 78%**. Although there are some departments where this score is close to 100%, the total number of responses is very less (≤ 5). Therefore, this cannot be taken as significant.

2. Dissatisfaction:

- a) Major cause for dissatisfaction is behaviour of the staff.
- b) Significant numbers of respondents have voiced their concern with regards to process of care. People expect careful listening by doctors.
- c) Cost of treatment is another major dissatisfier, esp. medicines/supplies and investigations. The term "informal payment" is ambiguous.
- d) The hospital fares the best in terms of cleanliness and there was not much variation noted department or centre wise for any of the aspects. Only 7% of total respondents are dissatisfied with cleanliness. Areas where are dissatisfied with cleanliness is reported to be unsatisfactory are toilets and registration and waiting areas.
- e) Other dissatisfiers are long waiting times (15%) and overcrowding (4%).

Receipt No : 582672/2017/E-GOVERNANCE

FIS-540 809

8(30)/2016-EG-I
Government of India
Ministry of Electronics and Information Technology
Electronics Niketan, 6 CGO Complex
New Delhi - 110003

Date: 08-05-2017

Office Memorandum

Subject: Review of implementation of ICT Solutions at Government hospitals

Enclosed please find the minutes of the meeting held under the Chairmanship of Hon'ble MOS (L&J and E&IT) on 30th March, 2017 at 3:00 PM in the Ministry of Electronics & Information Technology (MeitY) to review the implementation of ICT Solutions at Government hospitals, for information and necessary action.

Dr. C. e. gang
PI - discuss
17/5

SK Srivastava
(Dr. S.K. Srivastava)

Senior Director

Telefax: +91-11-24366293

e-mail: sks@meity.gov.in

To:

1. JS (e-Health), Ministry of Health & Family Welfare
2. JS (e-Gov), MeitY
3. Group Coordinator (R&D), MeitY
4. Secretary (IT), State Government, Rajasthan
5. Secretary (Medical Education), State Government, Rajasthan
6. Shri Rajesh Gera, DDG, NIC
7. Director, CDAC, Noida
8. Director, CDAC, Mohali
9. Dr. Deepak Agrawal, Head, IT Committee, AIIMS, New Delhi
10. Principal Medical Officer, Sri Bangar Gov. District Hospital, Pali
11. Dr. Rajesh Sharma, Nodal Officer (Telemedicine), AIIMS, Jodhpur
12. Shri D.V.L.N. Rao, Addl. Director, MeitY
13. Ms. Sharmila Gupta, Deputy Director, Rajasthan State Government.

Copy to:

1. PS to MOS
2. PS to Secretary
3. PS to Additional Secretary

AD (eGov)
PI

Receipt No : 582672/2017/E-GOVERNANCE

Minutes of the Meeting held to Review the Implementation of ICT Solutions in the Government Hospitals

The meeting was held in Electronics Niketan on 30-04-2017 at 3.00 PM under the chairmanship of the Hon'ble MoS (E&IT and L&J). The list of the attendees is at the Annexure-I.

The meeting was held to review the implementation of ICT solution at various Government hospitals in the country. The following action points emerged during the meeting:

1. A uniform mechanism for accessing the patient records at the hospitals may be developed. The patient should not face any problem while visiting any hospital. The mechanism should provide requisite access. In case the patient is unable to access the records, a competent authority e.g. treating doctor or medical superintendent should be able to access records. A draft of the said mechanism is to be put up for perusal of Hon'ble MoS (E&IT and L&J) by May 22, 2017.

(Action : MeitY)

2. Regarding the current solution deployed by NIC, feedback from the users to be taken related to solution effectiveness and gaps, if any, for further improvements and enhancements. Such feedback obtained from stakeholders is to be put up for perusal of Hon'ble MoS (E&IT and L&J) by May 31, 2017.

(Action : NIC)

3. It was observed that C-DAC is facing difficulties while proposing its solution for implementation in the State due to a letter issued by MeitY earlier by which the States have been advised to adopt e-Hospital solution developed by NIC. In this regard, MeitY would taken up with M/o Health & FW to issue a communication to the State Governments to consider the solutions developed by both C-DAC and NIC for implementation of HMIS in the State. Such communication is to be put up for perusal of Hon'ble MoS (E&IT and L&J) by May 22, 2017.

(Action : MeitY)

4. It was informed that M/o Health & FW has taken several steps for computerization of the hospitals and creation of Integrated Health

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Information Platform. In this regard, M/o Health & FW will share the Concept Note of the project with MeitY. The concept note as received from M/o Health & FW to be put up for perusal of Hon'ble MoS (E& IT & and L&J) by May 22, 2017

(Action : MeitY)

5. It was decided that a plan would be prepared in consultation with all the stakeholders for implementation of IT Solution in three phases as given below:

- a. Phase 1 – Up to District hospitals
- b. Phase 2 – Up to CHC
- c. Phase 3 – Up to PHC

Draft plan in this regard is to be put up for perusal of Hon'ble MoS (E& IT & and L&J) by June 10, 2017

(Action : MeitY)

6. Hon'ble MoS opined that a note for constitution of a Steering Committee of officers may be put up as per the details given in the Annexure-II by May 15, 2017.

(Action : MeitY)

7. MeitY may convene a meeting of the Working Group to consider the proposal submitted by C-DAC for implementation of an improved IT solution at the District Hospital, Pali on a pilot-basis. The solution must include all the necessary IT-based facilities which are expected in any modern hospital. A status note of this issue may be put up for perusal of Hon'ble MoS (E&IT and L&J) by May 15, 2017

(Action : MeitY)

8. The State Government may issue directions to the hospitals for making optimum use of the telemedicine facility created at the District Hospital, Pali and three Government hospitals in Jodhpur. District Hospital, Pali should consider the option of providing the treatment through telemedicine before referring any patient to the specialist hospital. Specialist hospitals should identify and depute adequate number of specialists for tele-consultation. The matter may be taken up with the State Government of the Rajasthan at a

Receipt No : 582672/2017/E-GOVERNANCE

senior level. Action taken in this regard may be apprised to O/o MoS (E&IT and L&J) by May 22, 2017.

(Action : MeitY)

9. Though trained health informatics assistants would be provided at the initial stage as part of the District Hospital Pali project, State Government may initiate the steps for hiring the health informatics assistants who could do the work once the pilot-phase is over. Necessary guidelines/instructions may be issued to the State Government by the Ministry and Hon'ble MoS (E&IT and L&J) be apprised of the same by May 22,2017.

(Action : MeitY)

10. In order to make the facility of Personal Health Record (PHR) available to the people who visit the District Hospital Pali, C-DAC is integrating the PHR system with Rajasthan Arogya Online (RAOL). The data would be stored at the National Health Portal established by the M/o Health & Family Welfare. In order to facilitate it, the State Government may provide necessary access to its system. Necessary guidelines/instructions may be issued to the state government by the Ministry and Hon'ble MoS (E&IT and L&J) be apprised of the same by June 10,2017.

(Action : MeitY)

11. In order to popularize the new facilities of online registration and laboratory reports viewing made operational at the district Hospital, Pali, the CSCs and e-Mitra may be engaged. Necessary guidelines/instructions may be issued to the state government and CSC SPV by the Ministry and Hon'ble MoS (E&IT and L&J) be apprised of the same by May 22, 2017.

(Action : MeitY and C-DAC)

The meeting ended with a vote of thanks to the chair.

Annexure-I

Attendees:
1. Shri P.P. Chaudhry, Hon'ble Minister of State (Electronics & IT and Law & Justice)
2. Shri Abhinav Gupta, PS to MoS
3. Shri RK Sudhanshu , JS (e-Gov), MeitY
4. Shri Sunil Sharma JS(eHealth), MoHFW
5. Dr. Debashish Dutta, Group Coordinator(R&D), MeitY
6. Dr. S.K. Srivastava, Senior Director MeitY
7. Shri Tara Shankar, Director, MeitY
8. Shri DVL Narayana Rao, Addl. Director, Meity
9. Ms Sharmila Gupta, State Government, Rajasthan
10. Shri Rajesh Gera, DDG, NIC & Team
11. Shri V.K. Sharma, Director, CDAC Noida & Team
12. Shri D.K. Jain, Director, C-DAC Mohali & Team
13. Dr. Deepak Agarwal, Head, IT Committee, AIIMS New Delhi
14. Dr. Rajesh Sharma, Nodal Officer(Telemedicine), AIIMS Jodhpur
15. Shri Gaurav Kumar, Sri Bangar Government District Hospital, Pali

Annexure-II

Constitution of the Steering Committee

1. AS, M/o Health and Family Welfare	Co-Chairman
2. AS(e Governance), MeitY	Co-Chairman
3. JS, M/o Health and Family Welfare	Member
4. JS(e Governance), MeitY	Member
5. Dr. Deepak Agarwal, Head, IT Committee, AIIMS	Member
6. Dr. S.K. Srivastava, Senior Director, MeitY	Member
7. Representative, NIC	Member
8. Representative, CDAC	Member
9. Mr. DVL Narayana Rao, Additional Director, MeitY	Member-Convener

Note No. #1

Subject: Minutes of the meeting held on 1st July 2016 regarding review of progress of Implementation of eHospital Application in AIIMS.

A meeting was held on 1st July 2016 under the Chairmanship of Dr. Ajay Kumar, Additional Secretary, DeitY regarding review of progress of implementation of eHospital Application in AIIMS, New Delhi. **The next Review Meeting will be held on 11.07.2016 at 3 PM in Board Room, AIIMS, New Delhi.**

2. The Minutes of the meeting are placed for your consideration/perusal please.

05/07/2016 5:24 PM

AMIT KUMAR-AD
(AD)

Note No. #2

06/07/2016 1:06 PM

JITENDRA ARORA
(DIR)

Note No. #3

Subject: Bills of symposium on workshop on HIS and ORS ground realities.

To facilitate the easy adoption of ORS & eHospital, a full day workshop was conducted to learn the best practices and understand the application on 30th July 2016 on the theme "HIS & ORS Ground realities and 360° View" in AIIMS, New Delhi.

2. FR is an email communication dated 30th August, 2016 from Dr Deepak Agrawal, Additional Professor and Chairman (Computerization), AIIMS forwarding the Bill of Rs 1, 61, 249/- (Rs One Lac Sixty-one thousand, two hundred and forty-nine only) towards the expenditure on the symposium HIS and ORS-Ground realities held in AIIMS JLN Stadium.

3. He has requested the Ministry for the reimbursement of Rs 1, 61, 249 /-.

06/09/2016 4:18 PM

ASHISH SHARMA-II(EGOV)
(ASO)

Note No. #4

AIIMS, New Delhi has submitted that the total expenditure of Rs 1, 61, 249 /- had been incurred on the symposium on theme "HIS & ORS Ground realities and 360° View" held at JLN Auditorium, AIIMS New Delhi.

2. Submitted for direction for payment of the aforesaid amount.

07/09/2016 2:50 PM

AMIT KUMAR-AD
(AD)



Note No. #5

Rs. 1.5 Crore was released to AIIMS, New Delhi by Telemedicine section on 03/03/2016 (UTR No. BARBH 16091628542). The expenditure of Rs 1, 61, 249 /- incurred on the symposium may be met from this fund released to AIIMS, New Delhi.

JS may kindly approve.

08/09/2016 5:04 PM

JITENDRA ARORA
(DIR)

Note No. #6

Approved.

19/09/2016 4:33 PM

SUNIL SHARMA

(JS)

Note No. #7

19/09/2016 6:15 PM

JITENDRA ARORA
(DIR)**Note No. #8**

19/01/2017 7:04 PM

AMIT KUMAR-AD
(AD)**Note No. #9**

Subject: Recruitment of various experts for eHospital project

[PUC](#) is a communication dated 9th January 2017 from Dr Deepak Agrawal, Chairman, Computerization Committee, AIIMS, New Delhi informing that despite the fact that the largest ehospital installation by NIC in AIIMS; there is no Database Administrator, Security Administrator and System Administrator at site for the installation, putting the whole work at risk.

2. Dr. Agrawal also raised the matter that NIC does not have any expertise to provide any support in this regard and is asking AIIMS to have these experts that does not come under their purview. He has stressed that DeitY/ NIC should have domain expertise to be able to manage not only AIIMS, Delhi but also implementation of eHospital projects in India.

3. Dr. Agrawal has requested the Ministry to take up this matter with DeitY/ NIC at the earliest as without these experts there is a major risk to eHospital installation at AIIMS, New Delhi.

Submitted for necessary directions please.

19/01/2017 7:13 PM

ASHISH SHARMA-II(EGOV)
(ASO)

Note No. #10

eSign

20/01/2017 12:13 PM

AMIT KUMAR-AD
(AD)

Note No. #11

23/01/2017 4:43 PM

S K PANI
(US)

Note No. #12

Issues already discussed in meeting dated 05.04.2017 in Nirman Bhawan.

07/04/2017 11:46 AM

JITENDRA ARORA
(DIR)

Note No. #13

21/08/2019 2:52 PM

AMIT KUMAR-DD
(DY.DIR)

